

Health and Wellness @ LifeBridge Health

September 19, 2014

If we could give every individual the right amount of nourishment and exercise, not too little and not too much, we would have found the safest way to health.

--Hippocrates



Cheryl Boyer, VP Human Resources
Guy Van Tiggelen, Director Total Rewards



Who We Are



- “As one of the largest, most comprehensive and most highly respected providers of health-related services to the people of the Northwest Baltimore region, LifeBridge Health advocates preventive services, wellness and fitness services and programs to educate and support the communities it serves.”
- Sinai Hospital of Baltimore
- Northwest Hospital
- Levindale Hebrew Geriatric Center and Hospital
- Subsidiaries
 - LifeBridge Health & Fitness
 - LifeBridge Medical Care Centers
 - Physician Offices

The LBH Triple Option Health Plan

- Level 1 – Narrow Network

Cost Share

0%

after deductible

- Level 2 – CareFirst PPO

30%

after deductible

- Level 3 - Out of Network

40%

after deductible

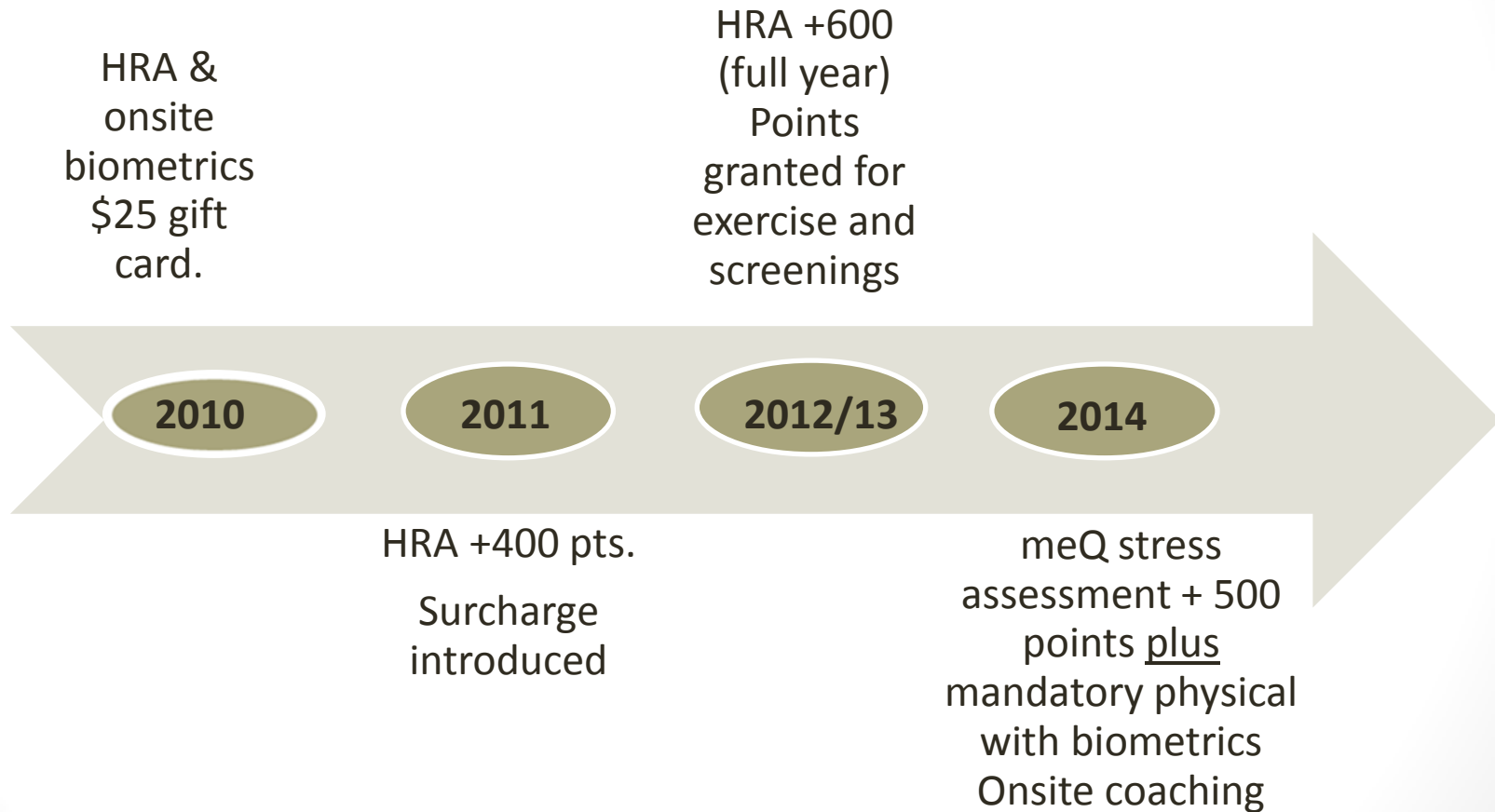
The LBH Triple Option Health Plan

- 10,085 Covered Lives
 - Employees
 - Dependents

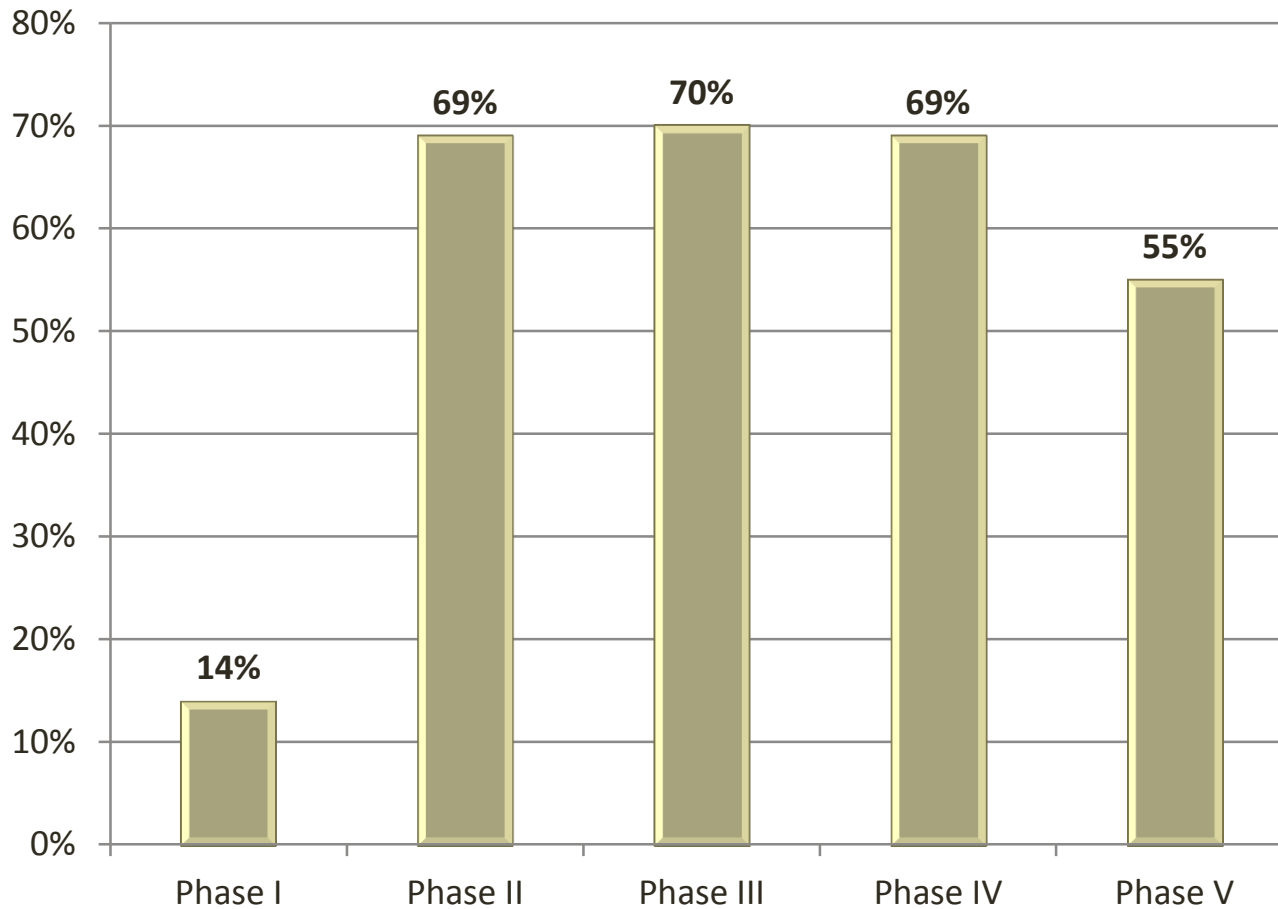
LiveWell @ LifeBridge - Journey

Year	Program / Actions
2003	Wellness Committee established to promote simple wellness ideas at no cost to LifeBridge
2004 to 2008	Wellness Committee activities, as part of our <u>Great Place to Work</u> Strategy:
2009	Decision made to establish a formal wellness program

LiveWell @ LifeBridge - Journey



Participation



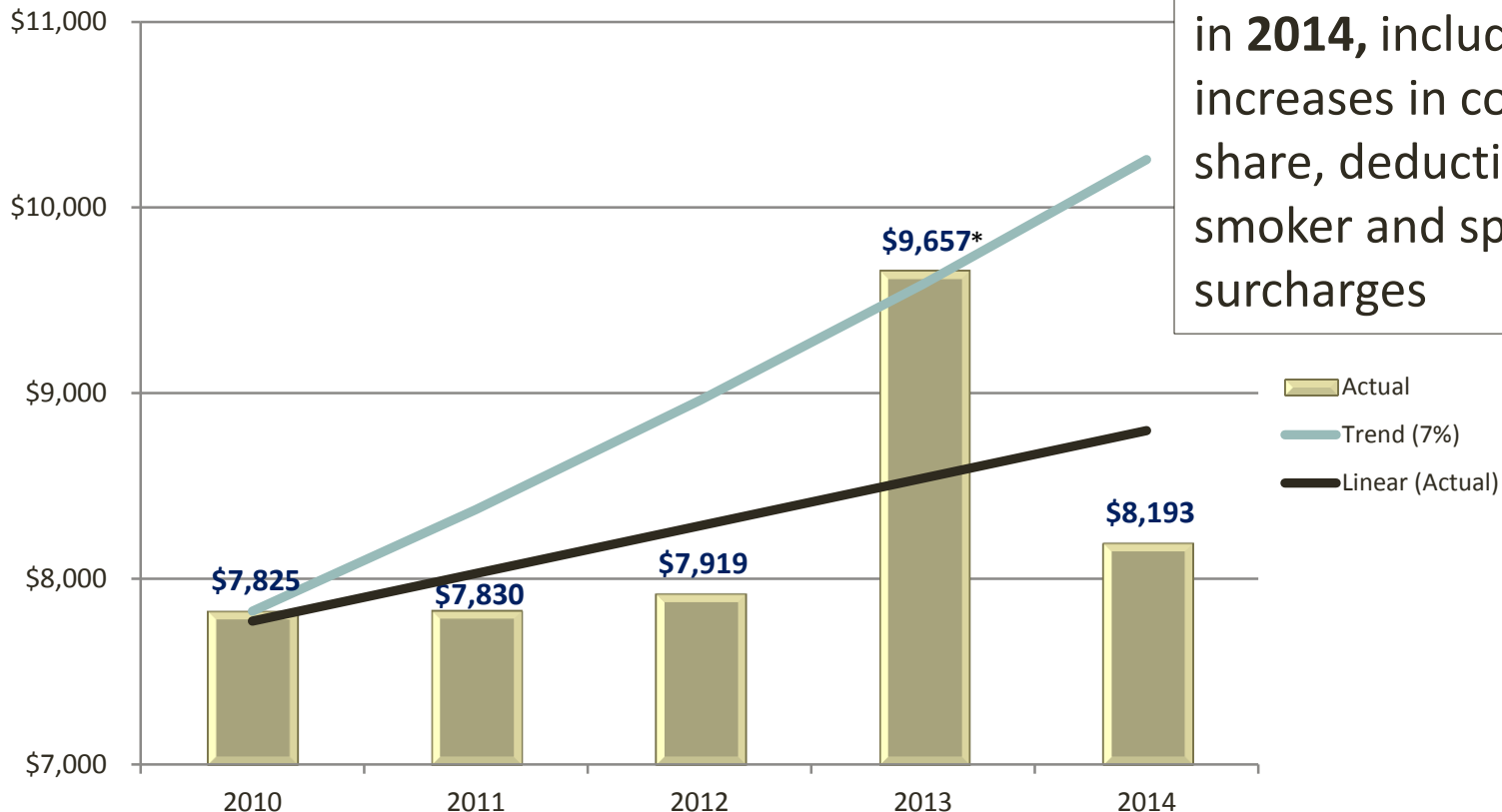
Phase I – 2010
Phase II – 2011
Phase III – 2011- 2012
Phase IV – 2012-2013
Phase V – 2013 - 2014

Cost of the Program

- **Fees**
 - Administrative fees \$285,654
 - Metabolic Syndrome Coaching fee \$46,300
 - High Claims Coaching fee \$186,000 (charged to claims)
 - Total = \$517,954
- **Employee Surcharges**
\$521,437
- Cost = **-\$3,483**

Outcomes - Claims

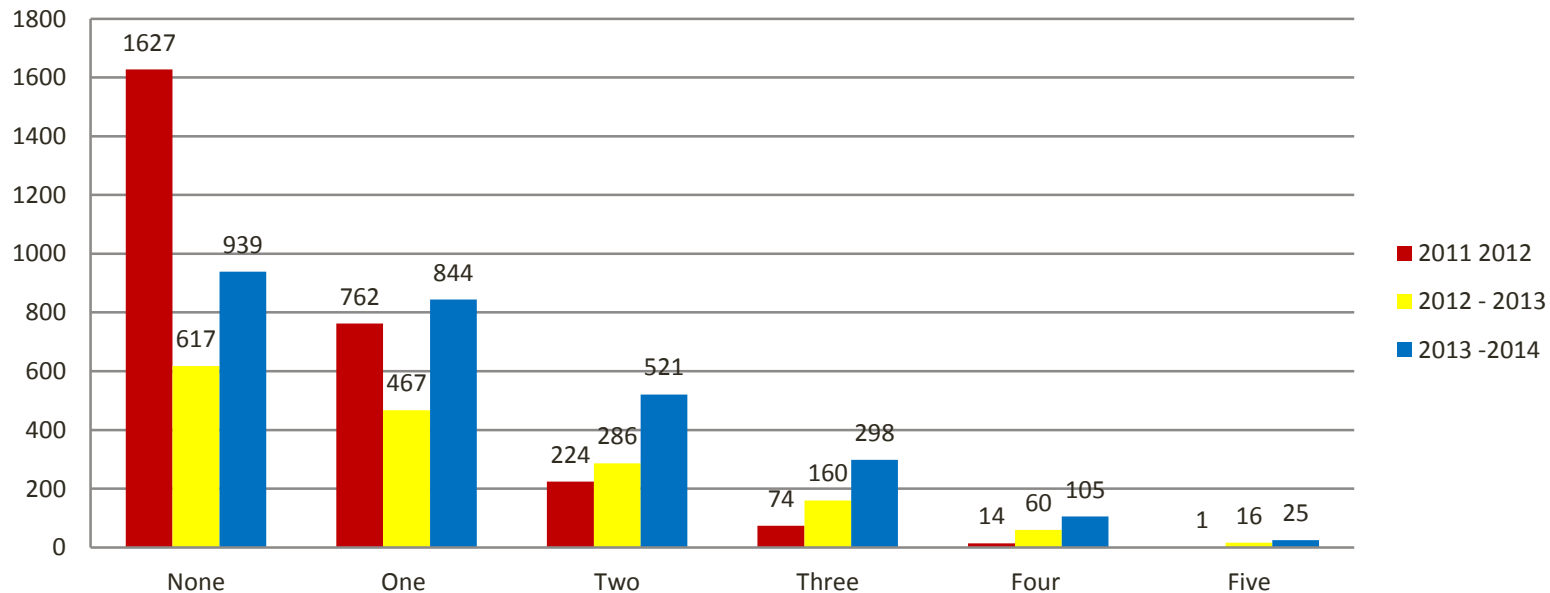
Claims per Employee Per Year



* Includes shock claim of \$1.2 million

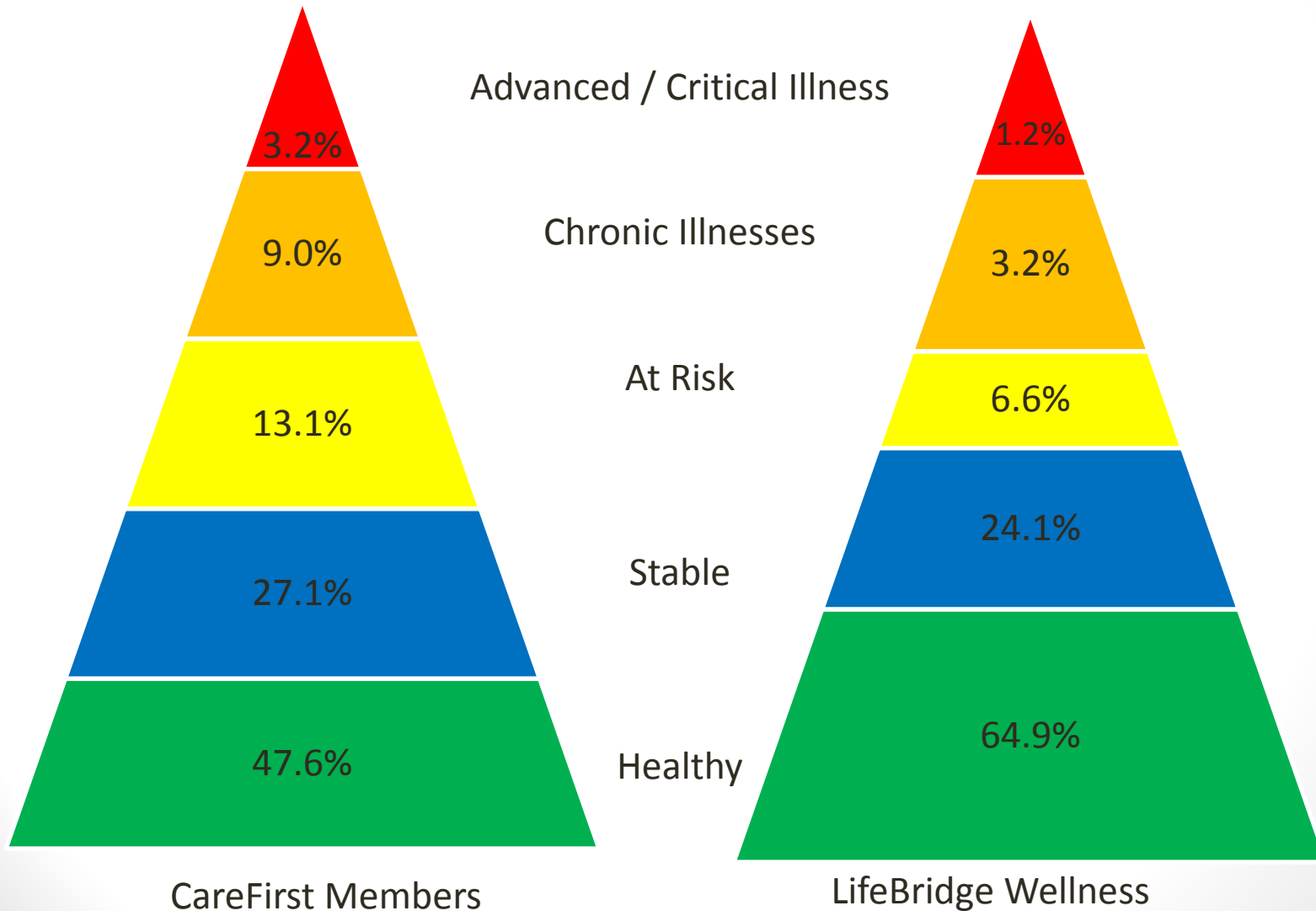
Employee Health Status

Metabolic Syndrome Factor



	2011-2012	2012-2013	2013-2014
None	60%	38%	34%
One	28%	29%	31%
Two	8%	18%	19%
Three	3%	10%	11%
Four	1%	4%	4%

Risk Stratification



Outcomes – Coaching

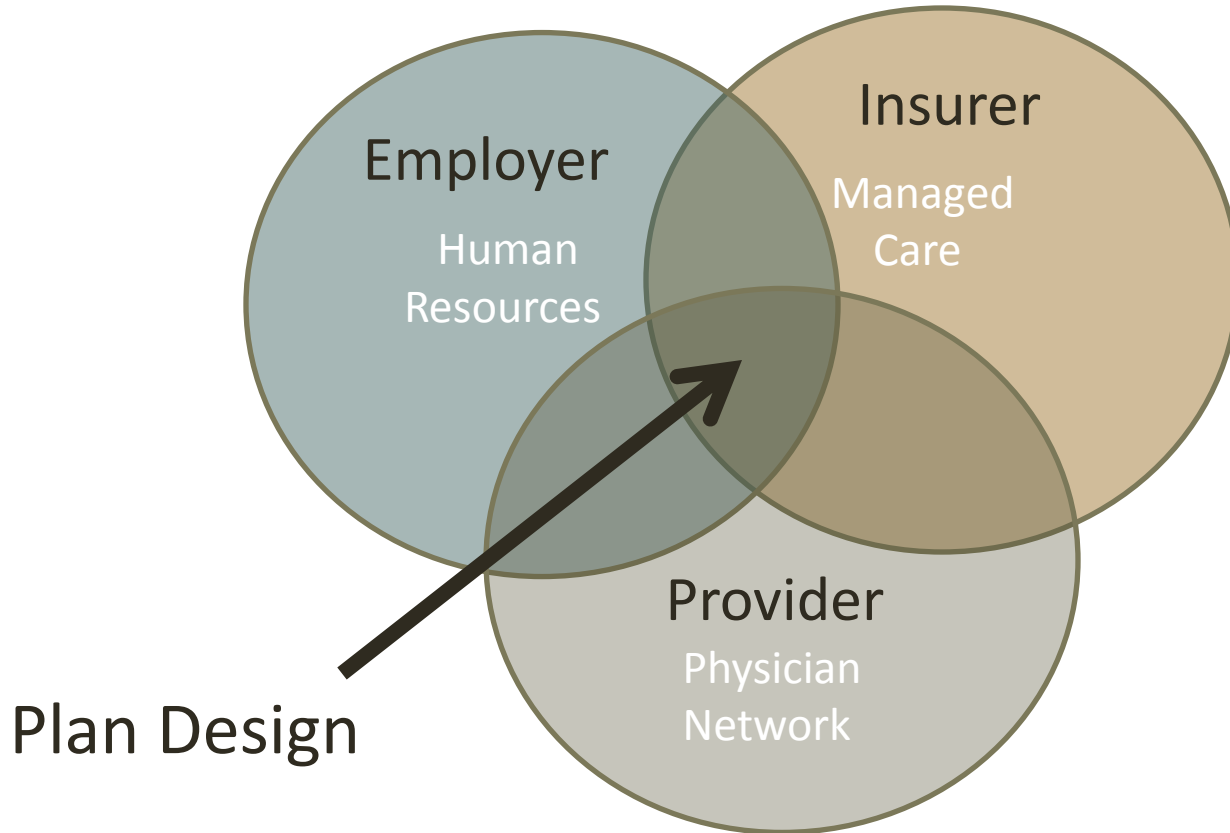
ENGAGEMENT PERFORMANCE		
	Q2 2014	<u>BoB</u>
Population	10, 085	
Managed	202	
Percent Managed	2.0%	6%
PHM Criteria Met	45%	16%
Engaged	69%	65%

Outcomes – Culture of Awareness

- "I chose [the Health Risk Counseling] Program with Support, because I need the accountability. I also would like to say that I thought this program so far has been very helpful. It is very well done and has given me a better understanding about what is going on in my body. It explained everything really well."
- "I didn't think I could do it. I thought that if I wasn't able to run or work out at the gym, that exercise wouldn't be worth it. I have learned that walking can be very empowering, not only physically, but for my mind and spirit. I was able to make very specific, realistic goals for myself and maintained my outdoor walking goal through the entire winter. I have lost 10 pounds and feel like I am finally moving in the right direction."
- "I was in a tough place when I started working with the clinician and Allegeant over a year ago, but I'm in a better place now."
- And finally, a common question asked: ***Will I get points for that?***

Wellness Revisited 2015 and Beyond

Employee Health Plan Governance



Challenges/Actions

- Data

- Claims Reporting

- Consolidated adjudication of claims
 - Enhanced data warehousing & analytics
 - Hired Insurance / Claims Manager

- Absence Reporting

- Scheduled/Unscheduled reporting

Challenges/Actions

- Employee Perception
 - Streamline process
 - Reduce required wellness points
 - Consolidated deadlines
 - Improved participant communication & support
 - Recognition and Rewards
 - FitLinxx device
 - Fitness Challenges
 - Improved Computer Access
 - Expanded availability

Challenges/Actions

- Care Gaps
 - Wellness Coach
 - To keep healthy employees healthy
 - High risk/chronic employees & dependents
 - Incentives for Providers
 - Provider compensation program to reward improved patient outcomes